




WE GET BIG CHANGES AREN'T ALWAYS EASY TO ACCEPT.

CDW Amplified™ OS and Apps Organizational Change Management Planning Workshop



Organizational change management (OCM) is a framework for managing the effect of new business processes, changes in organizational structure or cultural changes within an enterprise. Simply put, OCM addresses the people side of change management. CDW's Advisory Services team comprises OCM experts who are trained and experienced at delivering the kind of strategic guidance your organization needs to successfully move into the future.

CDW's Organizational Change Management Planning Workshop can help you achieve:

-  Agility
-  Increased Performance
-  Operational Efficiencies

Orchestrating the Right Solution

This three-day workshop teaches participants the OCM framework for managing the effect of change on an organization, including new business processes, changes in organizational structure, overcoming cultural hurdles within an organization and more. We accomplish this through an approach that is based on the five-step ADKAR framework in order to help you deal with the human-aspect of change management: Awareness, Desire, Knowledge, Action, Reinforcement.

Benefits You Will Receive:

- With an understanding of your organizational history, we'll help you develop a communication and marketing plan that also covers training.
- We'll teach you resistance management planning that will help avoid adoption issues.
- We'll develop a coaching plan and help you identify target opportunities.

CDW GETS SERVICENOW

As a ServiceNow Elite Partner, we are driven to achieve top results for your ServiceNow initiatives. We have the experience, expertise and proven customer satisfaction track record you're looking for.

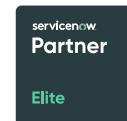
Important Stats

- Greater than 9 (out of 10) CSAT Score
Visit servicenow.com/partners to see details
- 140+ ServiceNow Certifications
- Authorized ServiceNow Trainers
- 800+ ServiceNow Application Deployments
- AXELOS® Accredited ITIL® Trainers
- IT Service Management since 2003
- ServiceNow Partner since 2013

What Our Customers Say

"Your team has been a great pleasure to work with during our transition to ServiceNow."
– Cindy (Restaurant Franchise Company, Independence, OH)

"Excellent expertise and focus on exactly what needed to be done, and delivered."
– Paula (Investment Company, Boston, MA)



CDW's full lifecycle of Services can support your business no matter where you are on your journey



Deliverables Checklist

Trained instructors facilitate this workshop, teach participants the OCM framework and deliver the following:

| Deliverables | Organizational Change Management Planning Workshop |
|----------------------------------|----------------------------------------------------|
| Audience Segmentation Matrix | ✓ |
| OCM Primer/ADKAR Methodology | ✓ |
| Communication and Marketing Plan | ✓ |
| Training Plan | ✓ |
| Coaching Plan | ✓ |
| Resistance Management Plan | ✓ |

Why Organizational Change Management with CDW?

In any organization, the changes that have the greatest impact on results tend to rely on people changing the way they do things. As a result, these are the very kinds of changes that can cause a great amount of disruption if not handled properly or adopted fully. Effective organizational change management, as it contributes to likelihood that people will understand and embrace change, is critical to the ongoing success of projects and the business as a whole. CDW can help you employ best processes so that you see faster adoption, higher utilization and an increased level of proficiency when and where it matters most.

Proofpoints

>9

CDW's CSAT Score (out of 10)

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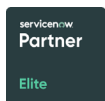
to see details

140+

ServiceNow Certifications

800+

ServiceNow Application Deployments



To learn more about CDW's Organizational Change Management Planning Workshop, call your account manager or 866.782.4239.



CDW AMPLIFIED™
SERVICES